## **Tausif Ahmed**

**Certified Salesforce consultant**

**Professional Summary: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Over 13 plus years of experience in IT industry including 8 years of experience in Salesforce.com CRM platform.
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Proficient Knowledge in **Salesforce Lightning UI, Lightning programming, Aura framework programming**.
* Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
* Worked extensively on **Lightning component building**, worked on many components to convert

existing classic programming work like Visualforce into **Lightning components.**

* Proficient in Lightning Experience development and full understanding of how new UX impacts Apex, Visualforce, APIs and more
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom

Salesforce pages as expected by business requirements.

* Primary level experience in working on web services and giving solutions by **SOAP and REST integrations**.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to

the governor limits.

* Participated in all stages of **Software Development Life Cycle (SDFC)** i.e., System Analysis, Design,

Development and Testing Expertise.

* Expertise in **data modelling** and **UI (user interface)** development principles.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites**.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Developed **Apex classes** using other platform-based technologies like **Visualforce, Force.com IDE**.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
* Experience in using **Data Loader** for **insert**, **update** and **bulk** **import** or **export** of data from Salesforce.com Objects.
* Knowledge of Flosum as a release management tool for DevOps.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

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| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggersers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE,LWC |
| **Languages** | APEX, Visualforce, JavaScript, HTML 5 |
| **Tools & Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Linux. |

**Professional Experience**:

**Client**: **BCBS, Chicago, IL**

**Work duration:** **July 2019-Present**

**Role: Salesforce Developer**

**About Client:** BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using features like web-to-lead, web-to-case they are providing an interactive platform for customers. On the configuration/declaration setup worked on designing the data model (Apps, Objects, Fields, Relationships, Data Management using Data loader, Security (Sharing Rules, Roles, Profiles, Permission Sets, and OWD), Record Types, Page layouts, Reports and Dashboards etc. We also worked on classic to Lightning migration (Initially worked with Lightning migration assistant and later on converted the classic Visual Force Pages to Lightning components using the Aura framework (Salesforce Lightning Design System) UI/UX design and JavaScript (Client side controller) and server side controller/Handler Class/Helper Class) for business logic . Also we have used many custom objects (using Lookup, Master-Detail relationship, Junction Objects etc.), automation (Process Builder, Workflows, Approval Process and Lightning Flows to customize the business requirements as per the clients need for complex logic), Salesforce Integration with API’s (REST API and RESTful Web services callouts) and custom code used like APEX Classes, Triggers, VFP, Lightning components in both Aura and LWC in this project to maintain their insurance business on Salesforce.

**Responsibilities:**

* Involved in gathering and analysis of business requirements and then effectively took part **in sprint**

**planning** to achieve the requirement.

* Analyzed the business process of client and then involved in creating the **application** and **data model**

as per the business requirement.

* Identified current **application architecture, and redesigned application architecture** to convert

Organization’s system of business **from Salesforce Classic to Salesforce Lightning one**.

* Upgraded Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface & better

interaction of pages.

* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**

**And Lightning Component** Features.

* Converted Salesforce Classic **Visualforce Pages** into **Lightning** using **Lightning** **Components (JavaScript**

**ECMASCRIPT 6 for Client Side Controller, HTML5 templates for UI)** and **Lightning** **App Builder**.

* Experience in **LWC** using **parent-child** and **child-parent** communication.
* Extensively worked on LWC in **Visualforce Pages**.
* Experience of Standard and Custom controllers of **Visualforce** in development of custom

Salesforce pages as expected by business requirements

* Created **Lightning Web Components** to call apex methods by using **wiring a property**, **function** and

**Imperatively using @wire decorator**.

* Created **LWC** components using **@track, @api decorators for data binding**.
* Create **custom application, objects, tabs, fields** with the custom functionality to efficiently meet the

business requirement.

* Profound experience in **integrating** salesforce with external systems by developing custom

**Apex Restful web services** and outbound calls to external system using native salesforce Http classes

and methods.

* Created **reports, dashboards**, and processes to continuously monitor data quality and integrity and

assisting users with **report** **design** and management.

* Customized **page layouts for Opportunity, Contacts, and Accounts** depending upon **user profiles** and

created **permission sets** where necessary.

* Worked on Assigning and creating **Roles Hierarchy, Profiles and Security** setup within the organization.
* Implemented **Field Level security** for sensitive data holder fields.
* Implemented Salesforce **automation** using **web-to-case forms, email-to-case, assignment rules,**

**automation and queues (Omni Channel), auto response rules, escalation rules, chatter groups,**

**person accounts, cases and solutions.**

* Involved in working with **Standard and Custom Salesforce** features like **Objects, fields, Tabs, Workflows, Salesforce flows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards** etc.
* Developed various **Custom objects, Tabs, Entity-Relationship data model, validation rules, Components**.
* Proficient with Salesforce **customizations** using **Apex Class (Custom, Extension), Triggers, Visualforce pages, components** and processing large data using **Apex Batch classes**.
* Created **workflow rules** and defined related **tasks, time triggered tasks, email alerts, field updates** to implement business logic.
* Developed **deployable** packages across multiple environments.
* Worked on Salesforce release management tool

**Client:** **Cardinal Health Inc., Waukegan, IL**

**Work duration:** **Aug 2017- Jun 2019**

**Role: Salesforce Admin/Developer**

**About Client:** Cardinal Health Inc., is a huge organization in USA which has many activities related to health care. They have 1000s of clients and volunteers to run their activities in the world. For this mass process, they regularly conduct corporate seminars throughout the world and for that they are using one mini project of Salesforce. This project has information like seminar details, speaker details and various process they followed. They mostly conduct 100s of such seminars in the world per month. The project was created for employees of the organization to enter these data and maintain the details.

**Responsibilities:**

* Involved in SFDC application setup and customization to match the functional needs of the Company.
* Designed and developed **Apex Classes, Apex Controller, extensions and Apex Triggers** for various functional needs in the application.
* Extensive Knowledge in **Lightning Process Builder, Lightning component framework, Open source Aura framework and events**.
* Worked on **Lightning web components (LWC)**, **event handling**, and **lightning data service (LDS).**
* Created multiple **Lightning** **components** and converted some of the **Aura components** to **LWC**, added **CSS** and design parameters that makes the **Lightning** **component** look and feel better.
* Developed **Salesforce Lightning Apps, Components, Controllers and Events**.
* Configured **Service cloud** to handle **case management, Email to case routing**, sharing settings in **queue** based model.
* Designed **Salesforce Service cloud** console to enhance productivity with dashboard like interface.
* Setting up **Service Cloud** console, **Cases** (**Email to case, Web to case**), Solutions and **auto assignment rules, auto response rules, escalation rules**.
* Worked as **Salesforce admin** support governing **user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup**.
* Involved in setting up **field level access** for each custom object created based on the user’s role within the organization.
* Developed various **Custom objects, Tabs, Entity-Relationship data model, validation rules, Components**.
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined **lookup and master-detail relationships** on the objects and created **junction objects** to establish connectivity among objects.
* Involved in **field & page layout** customization for the standard objects like Account, Contact, and Leads.
* Involved in **security levels and privileges** by customizing Salesforce.com **Profiles and Roles**.
* Involved in customizing **custom objects, tabs, fields, page layout** as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained **user roles, security, profiles, and workflow** rules wherever necessary.

**Client**: **PepsiCo Inc., Dallas, TX**

**Work duration:** **September 2014- August 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in various stages of the system from requirement gathering to analysis, documenting the gap between the requirement and the system.
* Worked on various salesforce.com standard and custom objects on the marketing side like Leads, campaigns & Accounts.
* Designed and developed **Apex Classes**, **Apex Controller**, **extensions** and **Apex** **Triggers** for various functional needs in the application.
* Performed customizations by creating the **Custom profiles, Fields, Dependent picklists, Page Layouts, Record Types, Objects, Tabs, Approval Process, Tasks, Email Alerts, Field Updates and custom Apps**.
* Implemented **security and sharing rules** at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects
* Responsible for Data load operations using **Force.com Apex Data Loader** and involved in data migration from three legacy systems to Salesforce.
* Written **batch apex** and **scheduled jobs** to perform the volume-based data manipulations or time sensitive data manipulations
* Implemented **Email-to-Case, Web-to-Case** entry and manual case entry for entering customer’s cases in Cases Tab.
* Created custom **Reports** & **Dashboards** for service center to determine the number of calls received, made and dropped.

**Client**: **Brother, NJ**

**Work duration:** **November 2013– August 2014**

**Role: NetBackup Administrator**

**Responsibilities:**

* Designing and engineering the backup and recovery environment.
* Installation, configuration and administration of NetBackup Master Server 7.5, EMM server, Media server and NetBackup Clients software for backup.
* Configured and installed Data Domain models DD670, DD690, DD860, DD880 and DD890.
* Integrated DD 880/890 with NetBackup 7.1/7.5.
* Installed DD Boost plugins on all the media servers.
* Experience in configuring storage units and disk pools.
* Extensive experience in creating SLP’s on NetBackup for backup and duplication jobs from one site to the other site for disaster recovery.
* Migrated clients from one environment to new NetBackup domain.
* Configuration of NetBackup Media server as Backup Host to take snapshot backup with VMware´s virtual machines through SAN, directly from datastore to storage destination using VMware intelligent policy.
* Experience in configuring VMware vSphere API backups through VCenter.
* Experience restoring the VM hosts files level and Image level restores.
* Configuration of tape library, volume pool, disk pool, disk storage, deduplication disk storage (DD 890/990), NDMP, VTL, EMC data domain, NetApp storage, as storage destination with Media server for backup.
* Configuration of backup and policies for Exchange 2010 DAG server, database server (oracle, SQL, DB2, etc.) Agent based backups.
* Extensive experience in performance tuning of NetBackup domains.
* Upgradation of Symantec NetBackup Master/Media/client software from 7.1 to 7.5 and patch to latest version.
* Configure snapshot backup for virtual machines and databases with backup server like NetBackup.
* Troubleshooting VMware backups.
* Configuration of backup and policies for Exchange server, file server, Active directory, database server (oracle, SQL, DB2, etc.)
* Configuration of Storage Lifecycle Policies (SLP) for data replication between two NetBackup domains and configure backup for disaster recovery.
* Restores data from backup images created previously to the original or alternative client
* Extensive experience in performance tuning of NetBackup.
* Providing Level 2 and 3 supports in trouble-shooting and resolving all problems with Symantec backups, providing primary support on a rotating basis.
* Validating the backed-up data available for recovery.
* Installation of Symantec OpsCenter software, NetBackup JAVA Administration console, for monitor and manage the backup.

**Client**: **NYC DoITT, NYC, NY**

**Work duration:** **July 2011- August 2013**

**Role: NetBackup Administrator**

**Responsibilities:**

* Installation, Configuration and implementation of NetBackup 7.1/7.0/6.5 Master/Media Servers and applying necessary maintenance packs.
* Administration, configuration and managing of robots, tape drives and tape media of SL8500 Sun Storage Tek Tape Library.
* Configuration and management of SLP’s (Storage Lifecycle Policies) to backup data to disk and setup the duplication to stage the backup images to tape.
* Full system recovery in the event of crash/disaster.
* Restore files/folders from backups to original/new destinations.
* Creating/Managing backup policies, schedules and clients for daily, weekly and monthly backups per standard retention process to disk/tape/data domain with data de-duplication functionality.
* Troubleshooting Backup/Restore jobs failures and the finding the root cause analysis and provide resolution or escalate the case with vendors.
* Migration of servers of Agencies into the new NetBackup environment.
* Upgraded NetBackup clients (Windows/Unix) version from NetBackup 5.1 to 6.5 and 6.5 to 7.1.
* Verify, duplicate, expire and import Backup Images as per requirement.
* Administered/Managed DD890 respectively.
* Integrated DD 890 with NetBackup 7.1
* Experience in managing backup data on data domain.
* Installed DD Boost plug-in on all the media servers.
* Configured Tape drives with Shared Storage Option (SSO).
* Configured and Administered vault to send tapes offsite for long term retention.
* Configuration/Administration/Management of OpsCenter 7.5 and applied necessary maintenance packs.
* Create OpsCenter reports on a daily/monthly schedule to the user and backup team.
* Hot catalog Backup on a daily basis in case of disaster recovery.
* Configured DB2/Exchange/Oracle RMAN Agent based Backups in NetBackup.
* Configured Storage Units, Staging storage unit and Volume Pools.
* Configured NDMP based backups on the NetApp filers.
* Extensive experience in configuring VMware backups.

**Client**: **Epic Games/EMC, NC**

**Work duration:** **April 2011- June 2011**

**Role: NetBackup Engineer**

**Responsibilities:**

* Experience in installation, configuration, fine-tuning, and debugging NetBackup 6.x/7.1 products on multiple OS platforms in Production, Development & Test Environment.
* Experience in upgrading NetBackup infrastructure 5.1 to 6.x and 6.5 to 7.x on UNIX and Windows servers. Performed pre-installation steps such as checking for system resources and catalog inconsistencies. Installed latest Software maintenance packs to stay current with vendors.
* Configured policy attributes, schedules, clients and backup selections of various UNIX/Windows servers in NetBackup.
* Created, managed and removed backup policies and retention period.
* Extensive experience in managing backup data on tapes and data domain.
* Experience in establishing replication between data domain for disaster recovery.
* Experience with NetBackup common features such as NDMP, Shared Storage Option (SSO), and Vaulting using media components such as IBMTS3500 and Sun Storage Tek L700 tape libraries with LTO3/LTO4/LTO5 drives in a multiple robotic (ACS) environment.
* Configured tape drives with Shared Storage Option (SSO).
* Extensive experience with Data Domain installation and configuration DD 610,880 and 890.
* Experience in configuring the catalog backup and sending the tapes offsite.
* Trouble shoot failed backup on a daily basis and make sure all the failed backup are completed without fail.
* Generated reports for the backup and tape media and responsible for tracking the tape media from vaulting site.
* Integrated NetBackup to run with Oracle and Exchange server agent-based backups.
* Experience in restoring files and monitoring restore jobs.
* Managed catalog backup on daily basis in case of disaster recovery.
* Configured, monitored and troubleshoot clients and NetBackup infrastructure servers.
* Coordinated all upgrades across multiple data center.
* Experience in configuring Storage Units and Volume Pools.
* Experience in NDMP backups for NetApp NAS filers.
* Prepared documentation for monitoring and diagnostic procedures.

**Client: HP Enterprise, NY**

**Work duration: Sep 2009- March 2011**

**Role: NetBackup Engineer**

**Responsibilities:**

* Installation, designing and implementation of NetBackup 7.0,6.5,6.0 Master/ Media Server and applying maintenance pack from the scratch
* Upgrading NetBackup from 6.5 to 7.0 ,5.1 to 6.5 and 5.1 to 6.0
* Configuring robots, tape drives storage units and volumes pools
* Extensive experience in tuning the NetBackup environment and automated Installation scripts for NetBackup.
* Configured the Robots, Tape drives and Volume pools for EMC CDL(VTL) DL4206 and DL4200
* Experience with Enterprise Tape libraries and associated technologies IBM 3584, Sun Storage Tek SL8500, SL700, SL500, IBM TS3500 tape library and ADIC i500.
* Performed backup using Disk Backup and Virtual Tape Libraries (VTL).
* Configuration and maintenance of Data domain 610 and 880.
* Experience in configuring NetBackup 6.5.2/6.5.3 Share point agent for granular recovery of SharePoint 2003/2007 documents.
* Configured the Backups of database servers running on Oracle and SQL Server.
* Responsible for monitoring and completion of all incoming backup and restore incident and service request workload to the required SLAs.
* Attendance on technical bridges with technology teams to drive resolution of incidents.
* Environmental oversight and root cause analysis for stability and reliability issues and timely resolution or escalation.
* Data recovery from backups as escalated from customers.
* Working on all versions of VERITAS NetBackup 3.1, 4.5, 5.1, 6.0, 6.5.X and 7.0.
* Backup and restore data through tape drive and disk using NetBackup.
* Installation, configuration, administration, and maintenance of VERITAS NetBackup application.
* Configuring and troubleshooting volume groups, logical volumes and file system.
* Configuring storage units and disk staging.
* Troubleshooting of failed backup attempts to successfully backup all servers required to be backed up.
* Monitoring & Maintaining NetBackup Environment.
* Create and/or maintain necessary documentation and procedures in support of the backup infrastructure.
* Managing backup policies, volume pools for daily, weekly & monthly backups.
* Providing reports for the entire backup and tape media and responsible for tracking the tape media from vaulting site.
* Monitoring of Servers performance and Backups.
* Restore files and monitor restore jobs.
* Verify, Duplicate, Expire and Import Backup Images.
* Configured the SSO for multiple media servers.
* Daily Backup Monitoring report generation and Initial Troubleshooting.
* Preparing backup success and failure reports on daily basis.
* Taking catalog Backup on daily basis.
* Resolve Clients failed backup\restore Incidents through Incident tickets, service request tools, email, instant messaging and telephone
* Testing and documentation of new SAN and EMC clarion.
* Very good Knowledge with SAN, NAS Technologies, Especially EMC and NetApp in relation to a data protection environment.

**PROFESSIONAL QUALIFICATION**

* **Master’s in Electrical Engineering (Gannon University, PA, USA) 2008**
* **Bachelor’s in Computer Science Engineering (Osmania University, Hyderabad, India) 2006**